

SECTION 1

GOVERNANCE AND ORGANIZATIONAL STRUCTURE

LIBRARY INFORMATION

ADDRESS

20 W. Duarte Rd., Arcadia, CA 91006

Library website: <http://library.ci.arcadia.ca.us>

LIBRARY HOURS OF OPERATION

Monday through Thursday	10 a.m. to 9 p.m.
Friday & Saturday	10 a.m. to 6 p.m.
Sunday	Closed

TELEPHONE NUMBERS

Phone tree	626-821-5567
Circulation Office	626-821-5571
Reference Desk	626-821-5569
Children's Services	626-821-5566
Administration Office	626-821-5573
Director of Library & Museum Services	626-821-4364
Library Services Managers	
Programming & Collections	626-821-5570
Information & Material Mgmt	626-821-5565
Technical Services	626-821-5574
Fax	626-447-8050

HOLIDAYS OBSERVED BY THE LIBRARY

New Year's Day	January 1
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday in November
Day after Thanksgiving	Fourth Friday in November
Christmas Day	December 25

MISSION OF THE ARCADIA PUBLIC LIBRARY

It is the mission of the Arcadia Public Library to provide full and equal access to materials and services that meet the educational, informational, historical and individual interests of a diverse community.

LIBRARY BOARD OF TRUSTEES: BY-LAWS

Pursuant to the Arcadia City Charter, the following by-laws, in connection with the administration, government and protection of the City Library, shall apply.

Arcadia City Charter. Section 809

LIBRARY BOARD OF TRUSTEES

POWER AND DUTIES:

There shall be a Library Board of Trustees which shall:

- A. Administer and operate the City libraries.
- B. Establish and enforce such by-laws, procedures and rules of operation as may be necessary for, and make all purchases and other contracts in connection with the administration, government and protection of the City libraries and shall designate its own Secretary.
- C. Appoint and remove the Librarian (Director of Library and Museum Services, hereinafter referred to as Director) who shall be the departmental administrator, and pass upon and approve all proposed appointments and removals by the Librarian.¹
- D. Subject to the approval of the Council, accept money, personal property or real estate donated to the City for library purposes.
- E. Subject to the approval of Council, contract with schools, county or other governmental agencies to render or receive library services or facilities.

MEMBERS

APPOINTMENTS, ATTENDANCE, TERMS AND RESIGNATIONS

The number of members of the Board is specified by the City Council. Each member is appointed by the Council for a term not to exceed four years, serves until the successor qualifies, and is subject to removal by motion of the Council adopted by at least three affirmative votes. In the event an incumbent is removed or otherwise vacates his/her office, the Council appoints his/her successor for the unexpired term of office.

All Board members must be appointed from the legally registered voters of the City and may not hold any other City office or employment.

A member who has held office of the same Board for two consecutive four-year terms, excluding part of any unexpired term, shall not be eligible to hold office on the Board until two years after the expiration of the second consecutive term.

Board members are expected to attend all scheduled meetings. Prior notification should be made to the Board Chairperson or Library Director for an absence. The Board will then determine if it is an excused absence at their next scheduled meeting. In the event of an absence, after receiving the next month's packet and reading the minutes from the missed meeting, it is the responsibility of the Board member to have questions answered and/or obtain needed information from the Library Director or Board Chairperson.

It is recommended that the Library Board review the Strategic Plan and the Library Policy Manual on an annual basis.

¹ To retain the longstanding practice, the Library Board at its regular meeting of October 20, 2011 approved to delegate the authority to the Library Director to make all appointments & removals. M-27-11

In the event that an individual finds that she/he is unable to continue to serve actively as a Trustee, she/he should submit a letter of resignation to the City Council for appropriate action.

OFFICERS

Officers of the Board of Trustees shall be a Chairperson, Chairperson pro tempore, and Secretary. The Chairperson and Chairperson pro tempore shall be members of the Board of Trustees. The Secretary shall be the Director or his/her designee.

In the absence of the Chairperson from the Board meeting, the Chairperson pro tempore shall preside. In the absence of both Chairperson and Chairperson pro tempore, the Trustees present shall select a temporary Chairperson for the meeting. The Secretary of the Board shall issue the required notices of all meetings; shall have custody of the minutes and other records of the Board; and shall notify Arcadia City Council as appointing body of any vacancies on the Board. The Secretary shall include with the official copy of the minutes a copy of all reports, which the Board has voted to receive and file or approve.

ELECTIONS

An election of officers shall be held at the regular meeting following the first day of July of every year. The liaisons to the Friends of the Arcadia Public Library and the Arcadia Public Library Foundation will be appointed at this time.

COMMITTEES

Committees for the study and investigation of special problems may be appointed by the Chairperson. Such committees shall serve until the completion of the work for which they were appointed, or until the time specified in the appointment thereof.

DIRECTOR OF LIBRARY AND MUSEUM SERVICES

The Director of Library and Museum Services (formerly City Librarian) shall have sole charge of the administration of the Library under the direction and review of the Board. The Board delegates the authority to the Library Director to make all appointments and removals of staff. The Director shall comply with all orders and directions issued by the Board at any meeting duly called, and with all orders and directions of the Chairperson of the Board not in conflict with the Arcadia City Charter, these by-laws, or any existing order or directives of the Board.

The Director shall be held responsible for the care of the Library buildings and equipment. The Director shall be held responsible for the direction of the staff, for the efficiency of the Library's service to the public, and for the operation of the Library under the financial conditions set forth in the annual budget. The Director will present to the Board for approval those purchases and contracts which in accordance with the City's purchasing procedures must be submitted to Council for approval. The Director shall be held responsible for the selection of all Library materials.

The Director shall prepare a monthly narrative report, supplementing the statistical report. The Director shall attend all regular Board meetings, unless excused by the Board.

The Director shall have the power to appoint, supervise, suspend or remove such employees as are provided for by the City Council for the Library, subject to the civil service provisions of the City Charter and the rules and regulations promulgated therein. The Director will provide the Board reports on personnel actions affecting management staff. The Board of Trustees and the City Manager will jointly conduct an annual employee evaluation of the Director, with the Board holding the final authority for the process.

The Director shall be responsible for the administration of the Gilb Museum of Arcadia Heritage as the City Manager's designee.

MEETINGS

REGULAR MEETINGS

The regular monthly meeting of the Board of Trustees shall be held on the third Thursday of each month at 4:30 p.m. in the Reverend Paul Jochen Conference Room (Board Room) of the Arcadia Public Library or in such other place in the City of Arcadia to which any such meetings may be adjourned.

The Board may cancel any regular meeting by a motion approved by a majority of its members entered in the minutes of the Board.

ADJOURNED MEETINGS

The Board may adjourn any meetings to a time and place specified in the order of adjournment in order to complete the work of that meeting before the next regular meeting.

SPECIAL MEETINGS

A special meeting may be called at any time by the Chairperson of the Board, or by a majority of the members of the Board, by delivering personally, by mail or by e-mail, written notice to each member of the Board and to each local newspaper of general circulation requesting notice in writing. Such notice must be delivered at least 24 hours before the time of such meeting as specified in the notice. The call and notice shall specify the time and place of the special meeting and the business to be transacted. No other business shall be considered at such meetings by the Board.

NOTICE OF MEETING

Notice shall be given to the City Clerk and the local newspapers of any special or adjourned meeting and of any change in the time or place of any regular meeting. Such notice shall also be posted as required by law.

A permanent change in the date and time of the meeting shall be approved by Resolution of the City Council.

BROWN ACT

The Brown Act, commencing with Section 54950 of the California Government Code, is California's Open Meeting Law and shall apply to all meetings of the Board. Amendments to the law effective April 1, 1994 preclude discussion and/or action with regard to any item not on the agenda. With some exceptions, if a matter is not on the agenda, it cannot be discussed. Exceptions to this rule are:

1. Brief response to statements made or questions posed by persons addressing the Board;
2. Board members may ask for clarification, provide a reference to staff or other resources for factual information or request staff to report back to the Board at a subsequent meeting;
3. Direction can be given to staff to place a matter of business on a future agenda;
4. Items not on the agenda can be acted on if there is an absolute need to act on an issue that arose after the agenda was posted. This requires a vote of the Board.

The Board may meet in Closed Session to consider personnel matters, such as the evaluation of the Director or other matters as allowed by the Brown Act. The City Attorney may be consulted for any questions concerning the Brown Act.

QUORUM

A majority of the Library Board members, three (3), shall constitute a quorum. A quorum is the minimum number of Board members who must be present for the valid transaction of business.

In order to ensure that a majority of those actually appointed to the Board endorse an action being taken, the number of affirmative votes needed to pass a motion is the same number that constitutes a quorum. If there is no affirmative vote on an action by the quorum, action on the item is considered tabled for discussion and action until the next regular or special meeting of the Board.

AGENDAS

The Secretary to the Board shall prepare an agenda in advance of each meeting. Items must be submitted to the Secretary prior to the meeting in order to assure their placement on the agenda.

Agendas shall be delivered or mailed to the Board no less than 72 hours before a regular meeting, delivered to the City Clerk and City Manager and posted in a spot freely accessible to members of the public in accordance with the Brown Act.

Any writings or documents provided to a majority of the Library Board regarding any item on the agenda will be made available for public inspection at the Reference Desk.

MINUTES

Minutes of all meetings must be kept as the official record of the activities of the Board. Additions and corrections of the minutes may be made only in public meetings, with the approval of the Board. The minutes shall be bound annually and kept on file at the Library. A set of minutes shall also be sent to the City Clerk and City Manager.

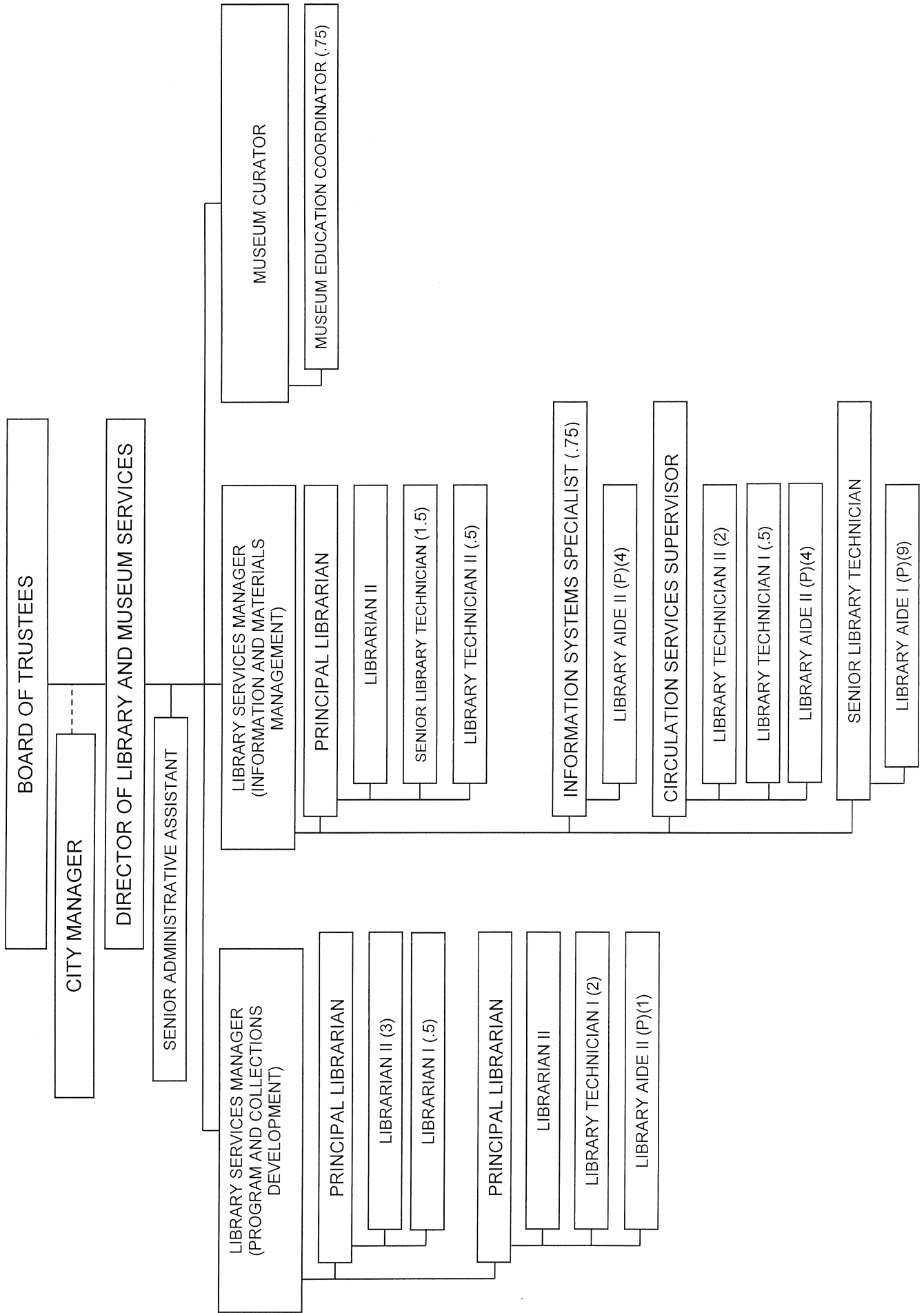
MOTIONS & RESOLUTIONS

Each motion or resolution passed shall be noted in the Board minutes.

AMENDMENTS

Amendments to these rules and regulations may be proposed at any regular meeting of the Board. In the event any word, phrase, clause or sentence of these rules shall be invalid for any reason, the balance hereof shall nevertheless be applicable until duly modified or repealed.

LIBRARY AND MUSEUM SERVICES



PROGRAM AND COLLECTION DEVELOPMENT DIVISION

ADULT SERVICES

The Adult Services Section is responsible for actively providing timely, accurate and useful information and cultural enrichment for community residents in keeping with the mission of the Arcadia Public Library.

The Adult Services librarians are available to answer reference and research questions for the general public. These requests can be handled on an in-person basis, by phone, fax, e-mail or chat.

Library materials not available at the Arcadia Public Library may be requested through interlibrary loan at the Information Services desk.

The Adult Services Section is responsible for the following special collections:

- Arcadia History and Arcadia City information
- United States Federal Depository; and the
- Braille Depository

The Adult Services Section is responsible for selecting the circulating and reference materials for teens and adults in a variety of appropriate formats. The staff will be guided in their choices by the Library Materials Selection Policy.

The Adult Services Section is responsible for providing Library tours, Library instruction and other programming services for teens and adults.

The Adult Services Section is responsible for the Library in the absence of the Director of Library and Museum Services, Library Services Managers, or Principal Librarians.

CHILDREN'S SERVICES

The Children's Services Section is responsible for providing timely, accurate, and useful programs, materials and services that meet the educational, informational, and individual interests for children and their families from birth through the eighth grade.

Children's Services is responsible for building and maintaining quality collections for children in a variety of appropriate formats for children from infancy through grade eight. The staff will be guided in the evaluation and selection of these materials in accordance with the Library Materials Selection Policy.

The Children's Services Section is responsible for the following special collections:

- Newbery and Caldecott Medal books; and
- The Parent/Teacher Resource Center
- Fire Collection

The Children's Services Section is responsible for providing Library tours, class visits, library skills instruction, reader's advisory, and other programming services for children from birth through eighth grade. In addition, the Children's Services Section provides customized loan preparation of Library materials, used for classroom use, to public and private school and educators within the City of Arcadia. Off-site presentations are also offered to local school, parent groups, and other community organizations.

Groups desiring such service must make arrangements in advance with Children's Services staff. Priority will be given to groups or organizations that are located, meet or have headquarters within the boundaries of the City of Arcadia or the Arcadia Unified School District.

OTHER RESPONSIBILITIES

Volunteers: Volunteers are utilized in every section of the Library. The Library Services Manager provides general oversight and coordination of volunteers with direct recruitment and supervision provided by individual section volunteer supervisors.

Literacy: The Library's commitment to basic adult literacy includes, but is not restricted to, supporting and encouraging volunteer efforts to provide pronunciation and conversation practice to Adult English as a second language (ESL) learners.

Public Relations and Marketing: The Library Services Manager is responsible for coordinating and providing general oversight for marketing the Library internally and externally through a wide variety of media. Individual section supervisors assist within their sections following predetermined Library-wide guidelines.

LIBRARY VOLUNTEER PROGRAM

The Arcadia Public Library values and is committed to using interested community members as volunteers to supplement the efforts of paid Library staff in providing excellent customer service. The Library Volunteer Program serves as a method for encouraging citizens to become familiar with the Library and its services and helps volunteers become ambassadors for the Library out in the community. Volunteers perform tasks that assist staff in handling Library activities and programs but do not replace paid staff.

The Library Volunteer Coordinator is the Library Services Manager for Program and Collection Development. Volunteers will work under the direct supervision of staff in the section to which they are assigned.

Volunteers must be at least 13 years of age, and must complete an application indicating their interest and availability. Volunteers are asked to commit to working a minimum of one to two hours a week for a period of at least six months. The Library is unable to accommodate court ordered community service. Applications will be considered active for six months; after the six months, prospective volunteers must submit a new application to indicate their continuing interest. Prospective volunteers will be interviewed to determine suitability for each position. Volunteers must have appropriate skills, qualifications and availability for each position; an interview is not a guarantee that a volunteer position will be offered.

The Children's Services Division may also run a special summer teen volunteer program in conjunction with the annual Summer Reading Program. This program has a separate competitive application, interview, and orientation process.

Volunteers who work with children will be directly supervised by staff. Volunteers 18 & over, including those who deliver books to the homebound must undergo a background check by undergoing fingerprinting at the City's expense.

Although there is no formal evaluation process for volunteers, every effort will be made to provide appropriate training and guidance. However, if a volunteer is found to be unsuitable or performs work in a manner that is inconsistent with acceptable Library standards, that volunteer may be terminated with the consent of the Volunteer Coordinator or the Director of Library and Museum Services.

The Library is committed to recognizing the work and worth of each volunteer and will annually provide recognition.

INFORMATION AND MATERIALS MANAGEMENT DIVISION

TECHNICAL SUPPORT SERVICES

The Technical Support Services Section is responsible for acquiring, cataloging, and processing all library materials. These tasks are accomplished according to accepted standards within the library profession and per the City of Arcadia's purchasing procedures.

Technical Services staff is charged with handling the clerical work of processing interlibrary loan material requests, adding donated items to the Library's collection, checking in government documents, and serials record keeping.

Technical Services staff is also responsible for the distribution of the Library's mail, the repair and binding of all library materials, and the withdrawal of items from the Library collection.

INFORMATION SYSTEMS SERVICES

The Information Systems Section is responsible for maintaining all computer workstations, servers, software, and peripheral equipment within the Library.

This section is responsible for maintaining and supervising the public access services, including Internet access, public printing, and word processing in the Tech Center, microform and photocopy machines, Catalog area, Children's Computer Center, and other remote areas of the Library. Specialized training by Information Systems Section staff or volunteers is available to the public and staff as needed.

The Information Systems Specialist is responsible for updates for the Library's Internet website and maintaining and upgrading the Library's integrated library system. The Specialist is the liaison with the City of Arcadia's Information Services in regards to the city network and web design.

The Information and Materials Management Library Services Manager is responsible for the administration of the Library's integrated library system.

CIRCULATION SERVICES

The Circulation Services Section is responsible for the orderly movement of all library materials, issuing library cards to eligible residents, searching for book reserves, and answering general telephone inquiries.

This section is responsible for fines and fees, dissemination of free material, and updating the Library's user database.

SHELVING MANAGEMENT

The Shelving Management Section is responsible for the shelving of all library material. The staff follows established filing rules and maintains order of materials within the Library.

This section is responsible for the clean up and shifting of materials within the library as needed.

SUPPORT ORGANIZATIONS

FRIENDS OF THE ARCADIA PUBLIC LIBRARY

This non-profit, tax-exempt organization supports the City's most essential resource for literacy, research, and lifelong learning. Among its interests and charges, the Friends:

- Operate the Friends Bookstore.
- Sponsor the Children's Summer Reading Program.
- Sponsor book and author events and programs of cultural and civic interest.
- Raise funds for the Library's collections and programs.
- Recruit and train volunteers for Friends activities.

ARCADIA PUBLIC LIBRARY FOUNDATION

The Arcadia Public Library Foundation is a non-profit and tax-exempt foundation. The Foundation Board members support the mission of the Arcadia Public Library by raising, managing and distributing funds on its behalf. The Foundation's goals include:

- Developing vehicles for giving and methods of donor recognition.
- Providing the Library with state-of-the-art equipment, furnishings and innovative new programs.
- Increasing the awareness of the Arcadia Public Library activities in the community as well as among the City Council and the various commissions.
- Building leadership potential through the cultivation of donors and volunteers by increasing opportunities for involvement.
- Adhering to professional codes of ethics and exercising stewardship of donations and financial holdings.